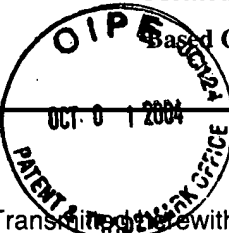
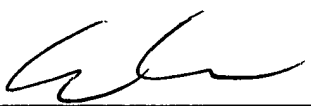
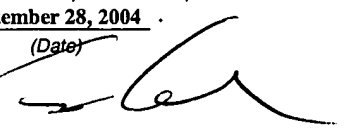


<b>AMENDMENT TRANSMITTAL LETTER (Large Entity)</b>				Docket No. <b>93766</b>	
Applicant(s): <b>Dezonno</b>					
Application No. <b>09/995,027</b>	Filing Date <b>November 27, 2001</b>	Examiner <b>B. Q. Bui</b>	Customer No. <b>24628</b>	Group Art Unit <b>2642</b>	Confirmation No. <b>9621</b>
Invention: <b>Method And System For Routing Transactions In An Automatic Call Distribution System</b> <b>Based On Non-Voice Dialog Agent Skill Set</b>					
			<b>RECEIVED</b> <b>OCT 06 2004</b> <b>Technology Center 2600</b>		
			<u>COMMISSIONER FOR PATENTS:</u>		
Transmitted herewith is an amendment in the above-identified application.					
The fee has been calculated and is transmitted as shown below.					
<b>CLAIMS AS AMENDED</b>					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	38 -	39 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	6 -	6 =	0 x	\$86.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
<b>TOTAL ADDITIONAL FEE FOR THIS AMENDMENT</b>					<b>\$0.00</b>
<input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account <b>23-0920</b> <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input checked="" type="checkbox"/> Any patent application processing fees under 37 CFR 1.17. <input type="checkbox"/> Payment by credit card. Form PTO-2038.					
<b>WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.</b>					
 _____ <i>Signature</i>			<b>Dated: September 28, 2004</b>		
<b>Eric D. Cohen</b> <b>Welsh &amp; Katz, Ltd.</b> <b>120 South Riverside Plaza</b> <b>22nd Floor</b> <b>Chicago, Illinois 60606</b>  <b>Registration No. 38,110</b>			<div style="border: 1px solid black; padding: 5px;">           I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on <u>September 28, 2004</u>.  <div style="text-align: center;">   <i>(Date)</i> </div> <div style="text-align: center;">           _____  <i>Signature of Person Mailing Correspondence</i> </div> <div style="text-align: center;"> <b>Eric D. Cohen, Registration No. 38,110</b>  <i>Typed or Printed Name of Person Mailing Correspondence</i> </div> </div>		
CC:					

**CERTIFICATE OF MAILING BY FIRST CLASS MAIL (37 CFR 1.8)**Applicant(s): **Dezonno**

Docket No.

**83766**

Application No.

**09/995,027**

Filing Date

**November 27, 2001**

Examiner

**B. Q. Bui**

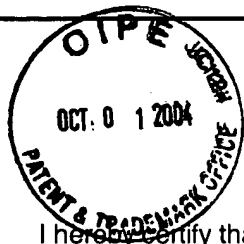
Customer No.

**24628**

Group Art Unit

**2642**

Invention: **Method And System For Routing Transactions In An Automatic Call Distribution System Based On Non-Voice Dialog Agent Skill Set**

**RECEIVED****OCT 06 2004****Technology Center 2600**I hereby certify that this **Amendment A**

(Identify type of correspondence)

is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on **September 28, 2004**

(Date)

**Eric D. Cohen**

(Typed or Printed Name of Person Mailing Correspondence)

(Signature of Person Mailing Correspondence)

**Note: Each paper must have its own certificate of mailing.**

Amendment Transmittal Letter (Large Entity); Amendment "A" and Reply Pursuant to 37 C.F.R. §1.111; and Postcard.